



## CASE STUDY

# Strategic Real-Time Data Event Streaming for a Global Hospitality Group



## Client

The client, a global hospitality group, operates 31 brands and more than 8000 properties in over 130 markets. After successfully trialing a technology capability for real-time data event streaming, they wanted to scale this next-gen capability across their entire group portfolio.



## Challenge

- Scaling real-time data event streaming as a strategically managed service
- Integrating use cases like intelligent check-in, digital room-key acquisition, and real-time guest analytics
- Transitioning from a cost center to a profit center
- Ensuring enterprise-wide adoption of capabilities and services



## LTIMindtree Solution

We constructed a comprehensive JUMPSTART program for co-creation through which we achieved the following:

- Defined a robust technology architecture for multi-tenancy, underpinned by responsible governance
- Created an adoption acceleration strategy to boost the utilization of the new technology
- Developed a strategic plan for transitioning the current cost center into a profit center
- Formulated an evangelism and upskilling strategy to enhance team capabilities.
- Outlined the technology strategy and roadmap, laying out the path for future developments
- Developed an intelligent automation strategy to streamline processes and increase efficiency
- Created high-level architecture and service design patterns to guide the implementation
- Formulated an implementation playbook, ensuring a structured and efficient execution
- Defined a Target Operating Model (TOM) and an adoption strategy to drive the organizational transformation
- Designed an integration strategy to ensure seamless interoperability of the new technology with existing systems
- Established a governance model to oversee the operations and ensure alignment with corporate goals



## Business Benefits

- Enterprise-wide standardization through the adoption of strategic capabilities and enabling services, promoted through executive sponsorship
- Productivity uplifted through rapid implementation with intelligent automation, service playbook, and guide rails
- Service and cost sustainability through chargeback model and long-term data monetization program



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### **About LTIMindtree:**

LTIMindtree is a global technology consulting and digital solutions company that enables enterprises across industries to reimagine business models, accelerate innovation, and maximize growth by harnessing digital technologies. As a digital transformation partner to more than 700 clients, LTIMindtree brings extensive domain and technology expertise to help drive superior competitive differentiation, customer experiences, and business outcomes in a converging world. Powered by 84,000+ talented and entrepreneurial professionals across more than 30 countries, LTIMindtree — a Larsen & Toubro Group company — combines the industry-acclaimed strengths of erstwhile Larsen and Toubro Infotech and Mindtree in solving the most complex business challenges and delivering transformation at scale. For more information, please visit <https://www.ltimindtree.com/>